

Arkansas DHS EVV Town Hall

Tuesday, October 22, 2024





Meeting Etiquette

- ▶ Please keep your cameras and microphones off as we cover the information today
- ▶ This session will be recorded. The recording and presentation will be available at Sandata On- Demand, one of Sandata's learning portals
 - ▶ Parts of this recorded session may be used as an EVV training resource
 - ▶ We will also add a link to the [AR-DHS EVV website](#) to the same content
- ▶ If you have questions....
 - ▶ Please enter your questions using the 'Q&A' feature at the bottom of your screen
 - ▶ Questions will be addressed after the meeting once the recording has been stopped
 - ▶ All questions will be available on a Q&A document which will be developed after this meeting and will be accessible via the [AR-DHS EVV webpage](#)
 - ▶ You can also submit questions to AR-DHS directly at evvarkansas@dhs.arkansas.gov
- ▶ After today's town hall, your feedback is needed on today's presentation. Please take a few minutes to complete this so we can work to expand future events to ensure you have the information needed





Town Hall Presenters



Elizabeth Pitman
AR-DHS
Div. of Medical Services Director



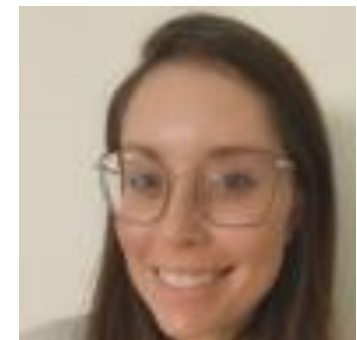
Amanda Scanlan
Sandata
Project Manager



Joshua Silverman
Sandata
Technical Account Manager



Fay Beaubien
Sandata
Product Management Director



Sam Howe
Sandata
Customer Enablement Lead



Agenda

- AR-DHS Program Overview
- Sandata: Who We Are
- Introduction to Sandata EVV
- Introduction to Alternate EVV
- Provider Self-Registration Portal
- Provider Training Options
- Next Steps





Program Overview





The CURES Act & What is EVV

EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits. EVV helps prevent fraud, waste and abuse while making sure Medicaid recipients receive care that is authorized for them.

Electronic Visit Verification (EVV) is a federal requirement for Medicaid-funded **home health services that require an in-home visit**. Arkansas Department of Human Services (AR-DHS) oversees the implementation and operation of EVV in programs that provide certain home and community-based services.

Section 12006 of the 21st Century Cures Act is the law that requires all 50 states to implement EVV in Medicaid programs for personal care and home health services.

In Arkansas, for this project, EVV impacts certain services overseen or covered by:

- Home Health Providers (FFS)
- PASSE (Managed Care)





Who is required to use EVV?

AR-DHS has identified certain services as required for EVV—these include services that are or are related to personal care services and home health services. Providers of these services will be required to use EVV.

EVV Services

- Physical Therapy Aid Home Health
- Physical Therapy Home Health
- Registered Nurse Home Health
- Licensed Practical Nurse Home Health
- Aide Home Health



Visit Verification Requirements

The EVV system for agency-based services will include a mobile application to collect EVV data in the least burdensome way while meeting the CMS federal requirements for EVV including **electronically verifying the following information:**

Individual Receiving
Service

Individual Providing the
Service

Type of Service
Being Provided

Location of the Service

Date of the Service
Delivery

Beginning and End Time
of Service Delivery

These 6 CMS EVV Requirement Elements are the EVV Requirements per Section 12006 of the CURES Act.



Open Model Solution

The AR-DHS EVV Solution is an Open Model which means that providers can use their own EVV System and send their EVV-related data to the EVV Data Aggregator, or they can utilize the EVV System that the State will provide. Providers utilizing an EVV system other than the State provided systems are known as an "Alternate EVV" (Alt EVV) provider.

State-Provided
System

OR

Alternate EVV
System

All visits, either verified in the state-provided EVV System or through a provider's approved alternative EVV System, will be sent to the EVV Data Aggregator. **If a provider chooses to use an Alt EVV System, they will still be required to provide all the 6 CMS EVV requirement elements.**

Sandata – Who Are We?

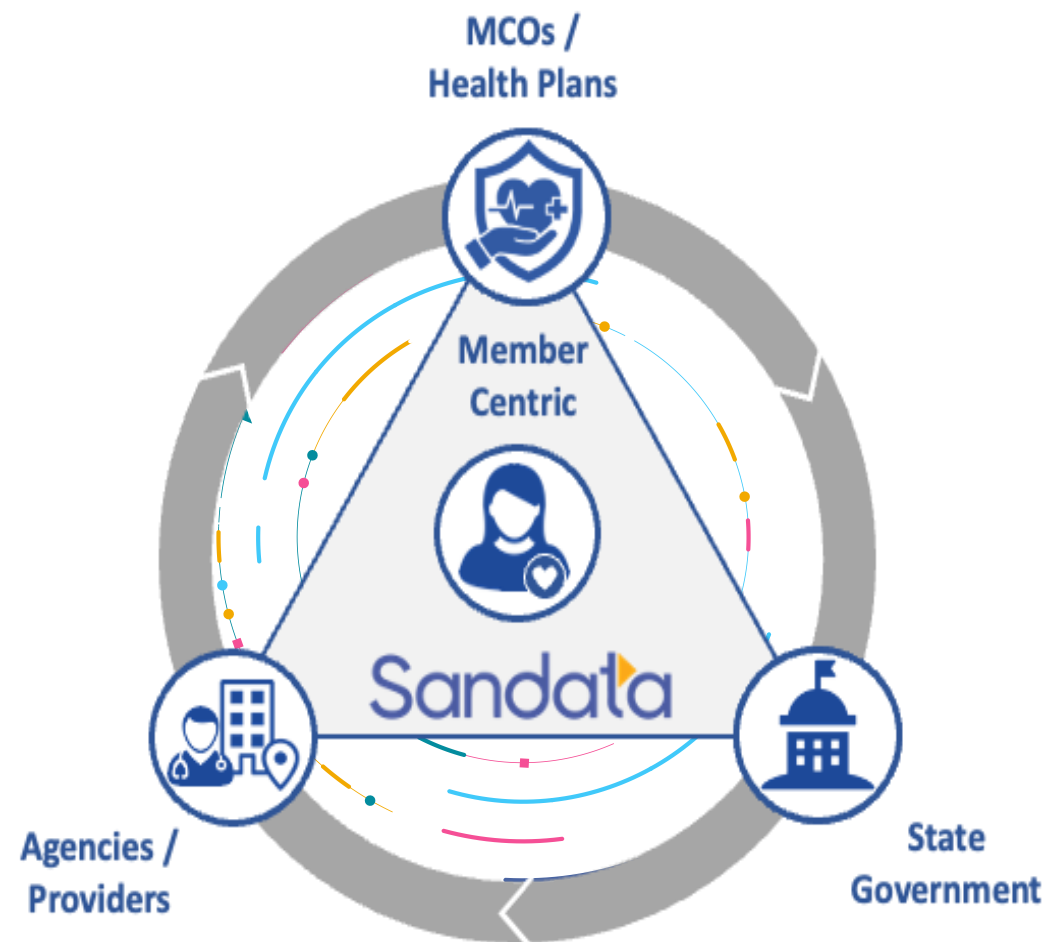


The Pioneering Force in Homecare

Who Sandata Helps

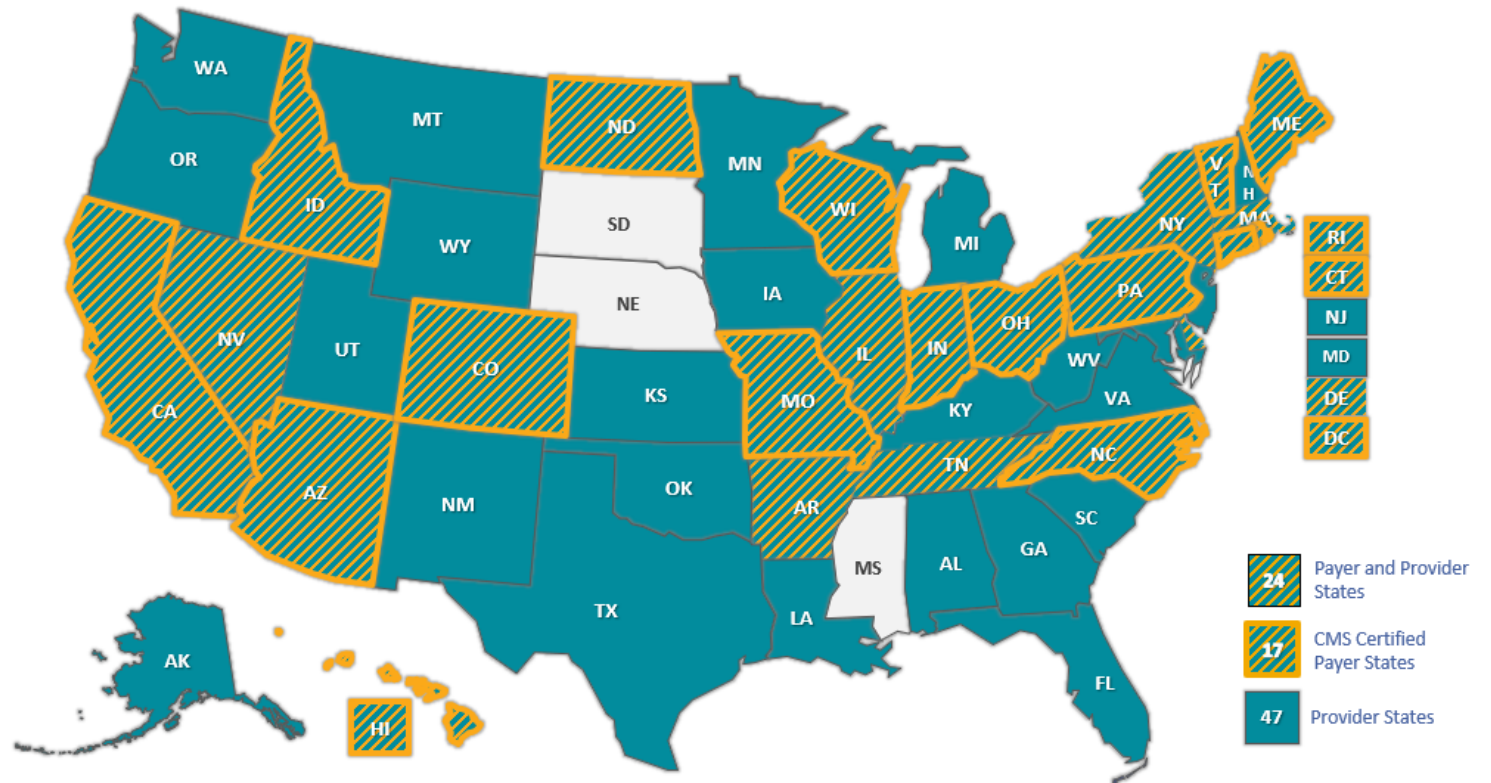
Sandata serves the needs of organizations across the homecare ecosystem, connecting the ecosystem through innovative technology solutions. We create a positive and lasting impact on payers, providers, employees, and those who receive care.

- ▶ Homecare Agencies
- ▶ I/DD Agencies
- ▶ Managed Care Organizations/Health Plans
- ▶ State Agencies
- ▶ Employees (Caregivers)
- ▶ Members

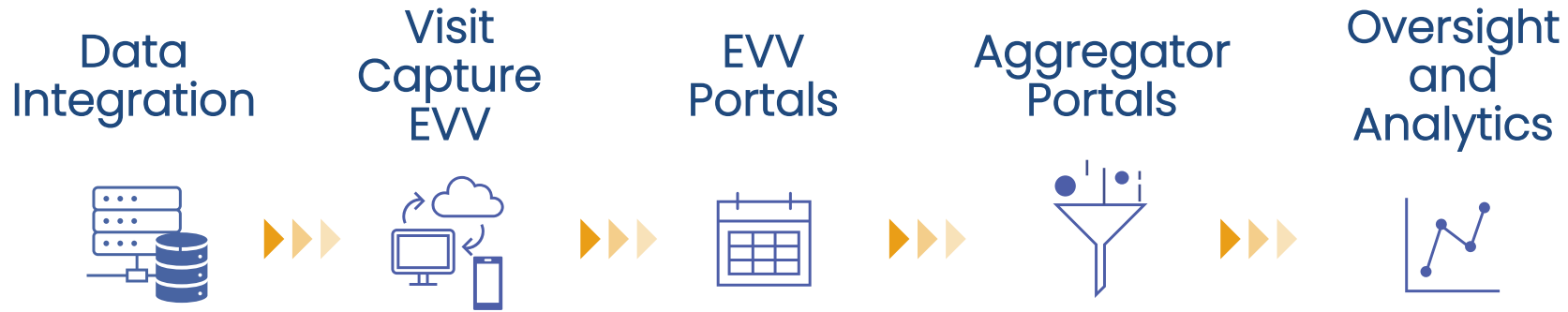


Sandata – By the Numbers

- ▶ 24 State Medicaid Contracts
- ▶ 110 MCO Connections
- ▶ 20,000 Agencies served across 47 states
- ▶ 200MM+ Home care visits validated annually



Sandata Solution



Data Integration

- ▶ Information provided from the State can be used by providers to ensure their members are eligible to receiving care

Visit Capture EVV

- ▶ Multiple available EVV technologies ensure real-time visit data and verification is always available and captured at the point of care

Sandata EVV™ Portals

- ▶ Sandata EVV users can view visit data through an easy-to-use user interface to monitor activity and make visit capture corrections as required

Sandata Aggregator

- ▶ Collates and normalizes all provider data against AR-DHS's business rules, regardless of which EVV system you use

Oversight and Analytics

- ▶ A variety of reports allowing provider agencies to view and export EVV activity

Providers using Sandata EVV



Sandata EVV

Your State-Supplied EVV solution!

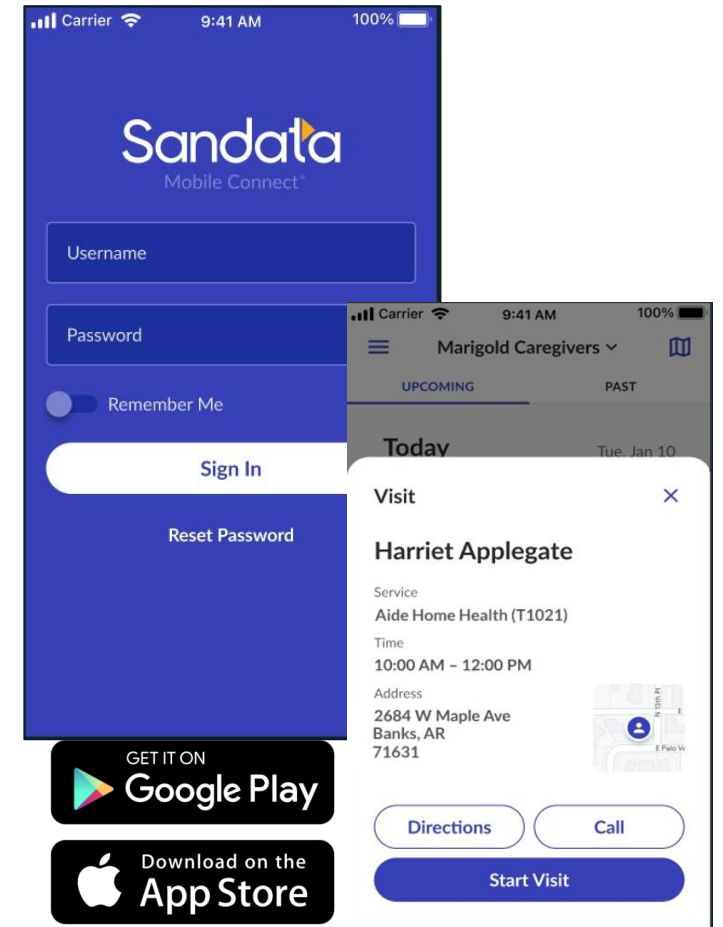
- ▶ Each provider agency will need to register with Sandata. We will review this in more detail shortly
- ▶ Provider agency administrators will complete training to gain Sandata EVV access to be able to add their employees
- ▶ Employees record visits using Sandata Mobile Connect (SMC) downloaded from Google Play or the Apple Store and via Telephony (Dial-in number will be provided in Welcome Kit)
- ▶ Providers can view and update visits in the Sandata EVV Visit Maintenance portal
- ▶ Member information will be supplied to Sandata by specific data sources



For Employee in the Field – Sandata Mobile Connect®

Sandata Mobile Connect (“SMC”) meets your employees and members where they are to ensure an easy-to-follow experience.

- ▶ Primary method of EVV for state programs
- ▶ Available for iOS / Android
- ▶ Works Connected or Disconnected (“Offline”)
- ▶ Captures GPS at the Start and End of the Visit
- ▶ Supports Spanish and English for the Arkansas Program



Electronic Visit Verification (“EVV”) Telephony (“TVV”)

Telephone Visit Verification (“TVV”) supports workers that do not have a mobile phone.

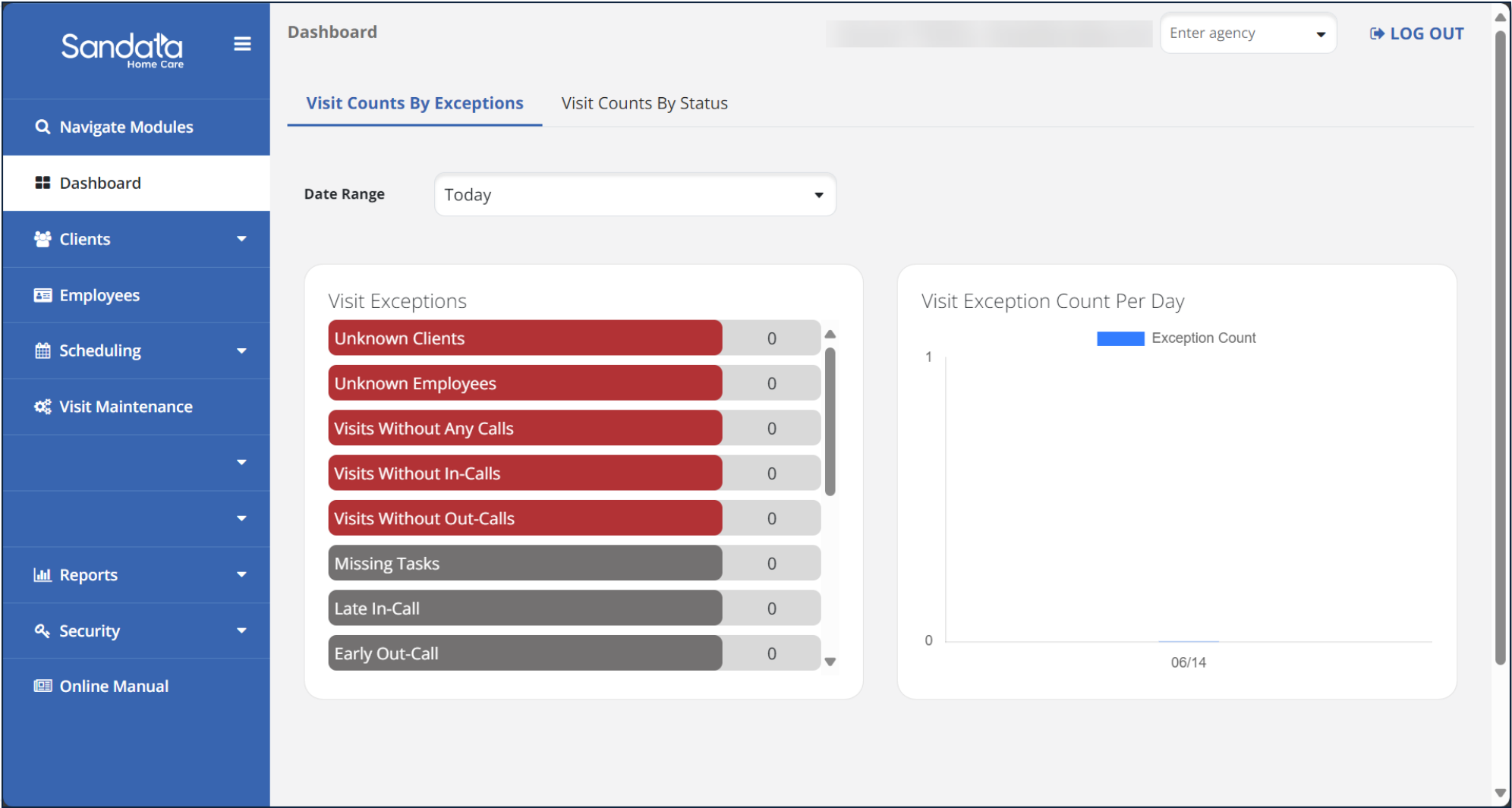
- ▶ Workers call in from the member’s home phone.
- ▶ Automatic Number Identification (“ANI”) works like 911 to find out where the call is coming from and matches it to the member’s phone number.
- ▶ You can use TVV alone or with Sandata Mobile Connect (“SMC”) to make sure a visit is captured.
- ▶ TVV is available in Spanish and in English for the Arkansas program.



For Provider Agency Staff: Feature Overview

Exceptions Dashboard

Allows the user to quickly view all issues that need attention.



For Provider Agency Staff: Feature Overview – Continued

Member Intake

Quickly load members using only a few key pieces of data to match to the State system.

Sandata
Home Care

Navigation Modules

Dashboard

Clients

Client Management

Employees

Scheduling

Visit Maintenance

Reports

Security

Online Manual

CREATE CLIENT

CLIENT

+

 Acosta, Cody

+

 Aguilar, Evan

+

 Alexander, C

+

 Allen, Logan

+

 Alvarado, Ric

+

 Alvarez, Jorda

+

 Armstrong, V

+

 Arnold, Oscar E.

+

 Austin, Dallas C.

+

 AUTH, NVAUTH

+

 Avila, Tatum H.

Active

Active

Active

Active

Active

Active

Active

Active

Active

Active

HH

WAIVER

HH

WAIVER

HH

WAIVER

HH

WAIVER

HH

WAIVER

85028639078

85028639130

04564655101

85028639195

Account:

LOG OUT

pick search...

FILTERS

EXPORT DATA

CLIENT

AS OF

SOC

EOC

SERVI

AYER ID

2/1/24

11/1/23

G0151

S9124

12/15/23

11/15/23

S5120

028630000

2/1/24

11/1/23

G0151

S9124

2/1/24

11/1/23

S9124

T1003

11/1/23

11/1/23

S9123

11/15/23

11/15/23

S5150

11/1/23

11/1/23

G0156

11/1/23

11/1/23

T1001

11/29/23

11/29/23

S5150

12/1/23

12/1/23

G0152

12/4/23

12/4/23

S5120

New Client

*Required

Last Name*

First Name*

Program*

Medicaid ID*

SSN

Phone

CANCEL

CREATE CLIENT

For Provider Agency Staff: Feature Overview – Continued

Scheduling (Optional)

Scheduling is available as an option. This helps inform your employee of upcoming visits and allows for alerting.

Sandata
Home Care

Navigation Modules

Dashboard

Clients

Employees

Scheduling

Schedules

Schedule Requests

Visit Maintenance

Reports

Security

Online Manual

Scheduling / Schedules / Create Schedule

Account: LOG OUT

BACK

Create Schedule

* Required

Client | Program*

Medicaid ID

Start typing Client's name...

Select Client | Program

Client Service Information

Service*

Authorization

Select Service

Authorization Number

Authorization Bill Unit Type*

Event Code*

Select Authorization Bill Unit Type

Select Event Code

Authorizations

No authorizations found

Select Employee

Employee

Start typing Employee's name...

Preview

Schedule Preview

Check and confirm the creation of your schedule here..

For Provider Agency Staff: Feature Overview – Continued

Visit Maintenance

Industry leading tools to provide oversight and manage visits and exceptions.

Export visit maintenance data to Excel with a single action.

Sandata
Home Care

Navigate Modules

Dashboard

Clients

Employees

Scheduling

Visit Maintenance

Reports

Security

Online Manual

Visit Maintenance / Manage Visits

Account

Enter agency

[LOG OUT](#)

CREATE CALL

FILTERS

SHOW DISPLAY OPTIONS

EXPORT DATA

APPROVE ALL

DISAPPROVE ALL

Show Legend

CLIENT NAME	EMPLOYEE NAME	SERVICE	VISIT DATE	SCHEDULED TIME IN	SCHEDULED TIME OUT	SCHEDULED HOURS	CALL IN	CALL OUT	CALL HOURS
Baker, Anthony	Webster, Lisa	Homemaker Service	06/14/2024	03:00 PM	04:00 PM	01:00			
Acosta, Cody		Physical Therapy	05/22/2024	12:00 AM	02:00 PM	14:00			
									Total: 00:00

25

 of 2 entries

<<

<

1

>

>>

For Provider Agency Staff: Feature Overview – Continued

Reporting

Over 40 available reports with a variety of filters to allow you to report on all EVV data including exports to CSV and Excel.

Sandata
Home Care

≡

🔍 Navigate Modules

🏠 Dashboard

👤 Clients

📅 Employees

📅 Scheduling

⚙️ Visit Maintenance

📊 Reports

🔒 Security

📖 Online Manual

Reports

Alerts Reports

Authorizations

Daily Reports

Active Client Contacts

Active Clients

Active Employees

Agency Master Schedule

Available Task List

Call Listing

Call Summary

Client Address Listing

Client List with Scheduled Dates

Employee Attributes

Account

Filters

From Date *06/17/2024

To Date *06/17/2024

From Time *12:00 AM

To Time *11:59 PM

DepartmentSelect Department

EmployeeEnter Employee

CLEAR

RUN REPORT

SCHEDULE REPORT

Providers Choosing to Use a 3rd Party Alternate EVV System





Alternate EVV (Alt EVV) at a High Level

What is Alt EVV?

- ▶ Agencies can use any EVV vendor system (Providers must submit an Attestation to AR-DHS that the vendor complies with State's requirements)
- ▶ The vendor will submit your data to the Sandata Aggregator
- ▶ Agencies may see their data in Sandata's Aggregator
- ▶ Qualified state users and payers may see the data that applies to them

The Vendor Certification Process

- ▶ Vendor certification begins with a single provider agency designating that vendor in the Provider Self-Registration Portal as their Alt EVV vendor
- ▶ The vendor then registers in the Vendor Registration Portal to start the certification process
- ▶ The vendor completes testing to be certified to send data compliant with the Arkansas specifications. Production credentials issued at time of go-live bidding the Provider has submitted a completed Attestation form to AR-DHS.



How it works...

Capturing your Visits

- ▶ Use the capabilities provided by your vendor to capture visits electronically
- ▶ Updates and changes to your visits are made in the vendor's system
 - ▶ Ensure all required elements are present including...
 - ▶ Cures Required Elements; and
 - ▶ Arkansas Required Elements
 - ▶ Add missing calls and visits
 - ▶ Changes to visits must be fully logged

Send Visits to the Sandata Aggregator

- ▶ Your vendor's system will transmit all visit information on at least a daily basis using the standard specifications
- ▶ Sandata will apply rules to the data received including...
 - ▶ Does the member exist in the supplied Arkansas data
 - ▶ Does the transmission meet all the established rules; and then
 - ▶ Sandata's Aggregator will apply all 'business rules' also known as exceptions



And Then....

Reviewing your Data

- ▶ Providers using an Alt EVV system will have access to the Sandata Aggregator
- ▶ The Sandata Aggregator will display all visit information received that made it past the validation rules
- ▶ You can review the status of your visit and any applied exception

Why can't I see my Visit?

- ▶ For some reason, the Sandata Aggregator couldn't accept your data
- ▶ Your vendor should have a log to provide additional information
- ▶ Possible Causes:
 - ▶ Data incorrectly formatted or not sent in per the specifications
 - ▶ An AR-DHS member is not in the file transmission

What if I have Exceptions?

- ▶ Visit data can not be edited directly in the Sandata Aggregator
- ▶ Providers will need to go back to the Alt EVV system, make the appropriate corrections and resend the visit with information about who made the change, when the change happened and why the change was made

What is the Sandata Aggregator?

Visit Review

All data provided by your vendor is visible, just like in Visit Maintenance except changes can not be made directly in the Aggregator.

Sandata
Aggregator

☰

Q Navigate Modules

Visit Review

Reports

Authorizations

Security

Online Manual

Visit Review

* indicates required field

AGENCY
AA DE UAT - 190035

CLIENT
Enter Client

MEDICAID ID #
Enter Medicaid ID #

EMPLOYEE
Enter Employee

EMPLOYEE SSN 000-00-0000
Enter Employee SSN

DATE RANGE * MM/DD/YYYY
06/18/2023 to 06/17/2024

VISIT STATUS
All

FILTER VISITS BY
All Exceptions

Show Advanced Filter Options

Q SEARCH CLEAR

EXPORT

ROWS PER PAGE: 10 Show Display Options

« < 1 2 3 4 5 > »

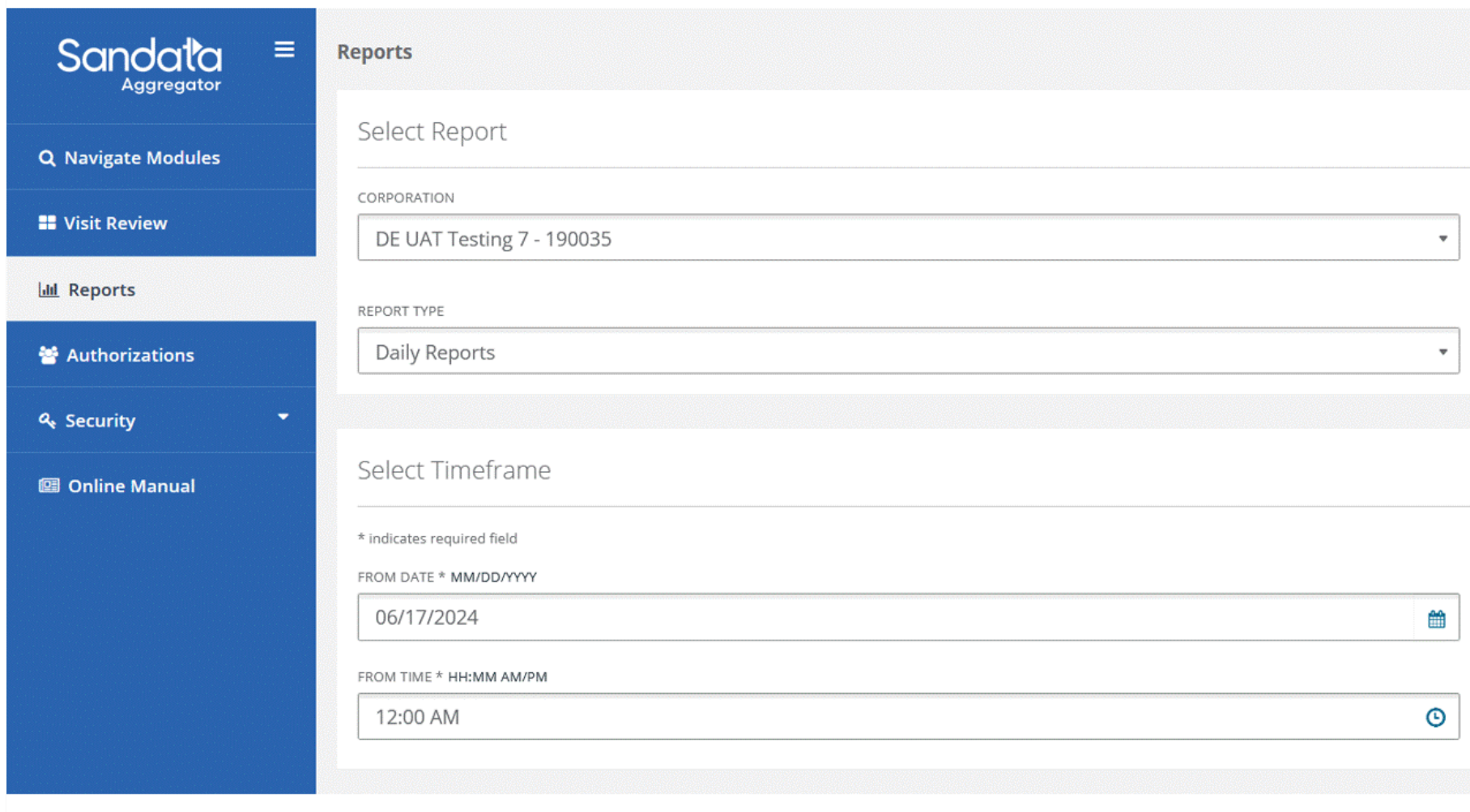
Showing 1 to 10 of 155 entries

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Actions
(303)555-1212	Illiams, Brett	●	06/11/2024	●	02:40 PM			02:40 PM			Incomplete	<input type="checkbox"/>	👁
Smith, Jane	Illiams, Brett	●	06/11/2024	02:40 PM	03:13 PM	00:33	02:40 PM	03:13 PM		00:33	Incomplete	<input type="checkbox"/>	👁
(303)555-1212	●	●	06/11/2024	08:17 AM	●		08:17 AM				Incomplete	<input type="checkbox"/>	👁

What is the Sandata Aggregator? – Continued

Reporting

Over 40 available reports with a variety of filters to allow you to report on all EVV data including exports to CSV and Excel.



The screenshot displays the Sandata Aggregator web application interface. On the left is a blue sidebar with the Sandata Aggregator logo and a menu containing 'Navigate Modules', 'Visit Review', 'Reports' (highlighted with a bar chart icon), 'Authorizations', 'Security', and 'Online Manual'. The main content area is titled 'Reports' and contains two sections. The first section, 'Select Report', includes a 'CORPORATION' dropdown menu with 'DE UAT Testing 7 - 190035' selected and a 'REPORT TYPE' dropdown menu with 'Daily Reports' selected. The second section, 'Select Timeframe', includes a note '* indicates required field', a 'FROM DATE * MM/DD/YYYY' field with '06/17/2024' and a calendar icon, and a 'FROM TIME * HH:MM AM/PM' field with '12:00 AM' and a clock icon.

Provider Self-Registration Portal Overview



Provider Self-Registration Portal Overview

Who needs to register?


- All Providers that provide Home Health services

Where does a provider register?

- Use the Sandata EVV Provider Self-Registration Portal
- Provider Medicaid ID is the unique provider identifier that you will need for registration
- The Provider Self-Registration Portal is expected to open December 18th



Provider Self-Registration Portal Landing Page



Get more right from the start


Welcome to the Sandata EVV Self-Registration Portal!

What would you like to do?

[Register as a Provider](#)

[Register as an Alternate EVV Vendor](#)

[Login](#)



Get more right from the start

EVV Provider Self-Registration

Please select the EVV program in which you would like to register:

SELECT EVV PROGRAM *

Please enter your unique provider identifier for the EVV program:

ENTER PROVIDER MEDICAID ID *

Enter Provider Medicaid ID

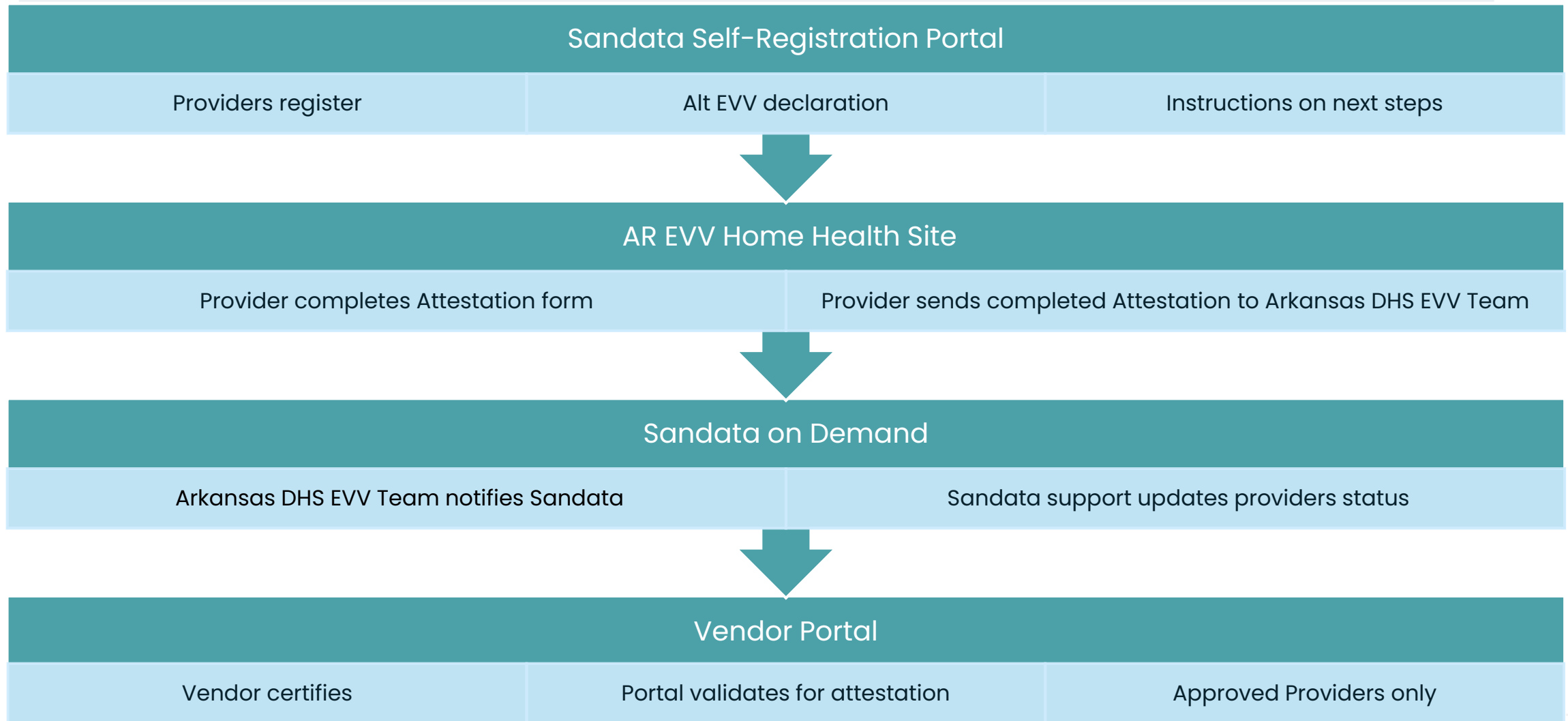
[Register](#)



Why do providers need to register?

- ▶ Ensures providers who are required to use EVV when providing services for AR-DHS members have accounts, which results in more accurate program reporting
- ▶ Captures up-to-date contact information for providers
- ▶ Creates one place for providers to both register for the EVV program and indicate if they are using an Alt EVV vendor
- ▶ Guides the provider through the EVV onboarding process, one step at a time
- ▶ The provider self-registration portal is expected to open December 18th

The Process



What EVV Training is Available



What Training is available?

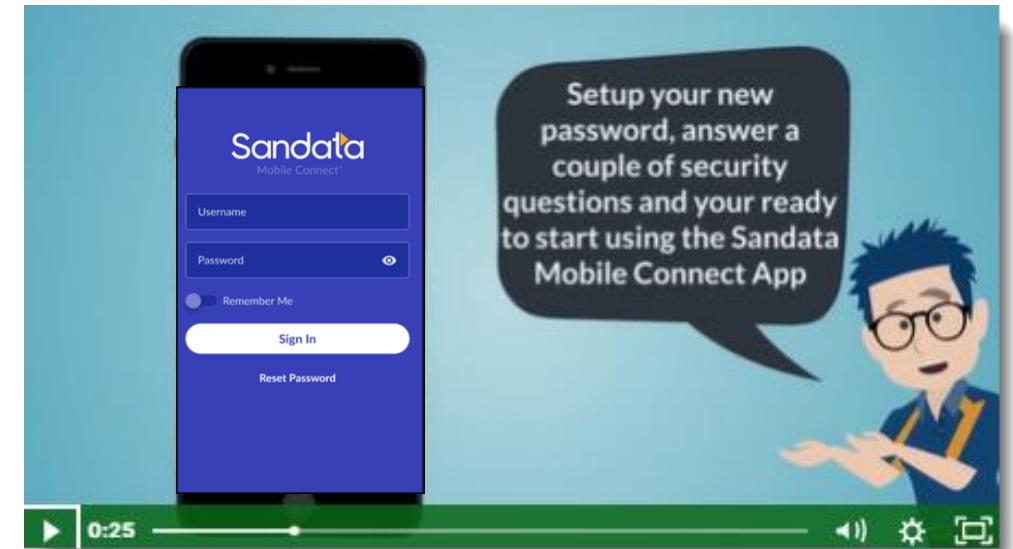
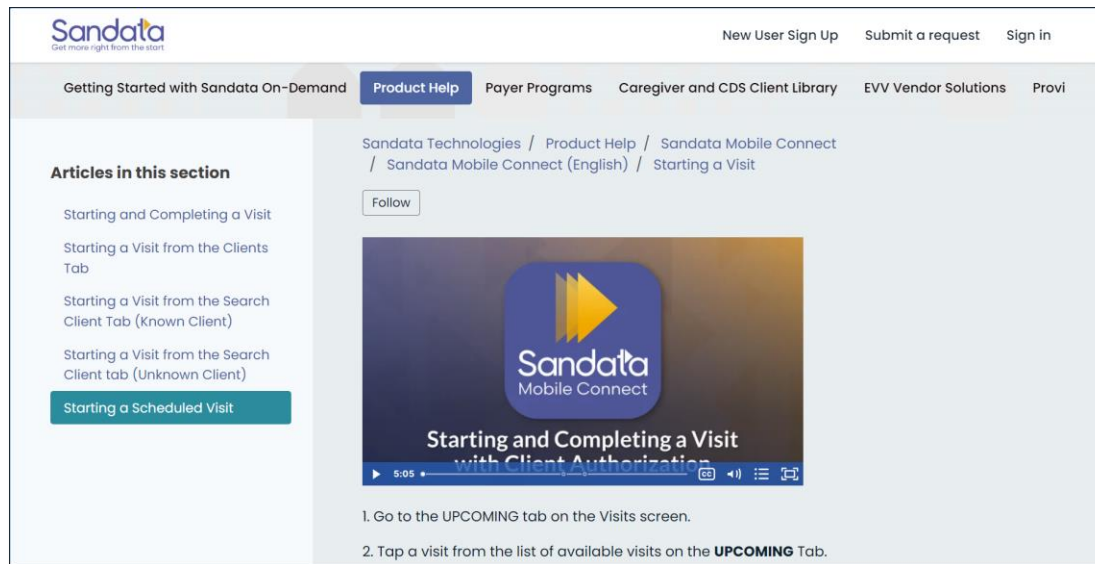
1. Online Course for Agency Administrators (2 hours)
2. Online Courses for Agency Admins and Staff (Self-Paced)
3. Virtual Instructor-Led Training Sessions
4. Access to Video Library and Guides in Sandata On-Demand
5. Surveys/Evaluation



What is Sandata On-Demand?

Self-serve access to state-specific resources

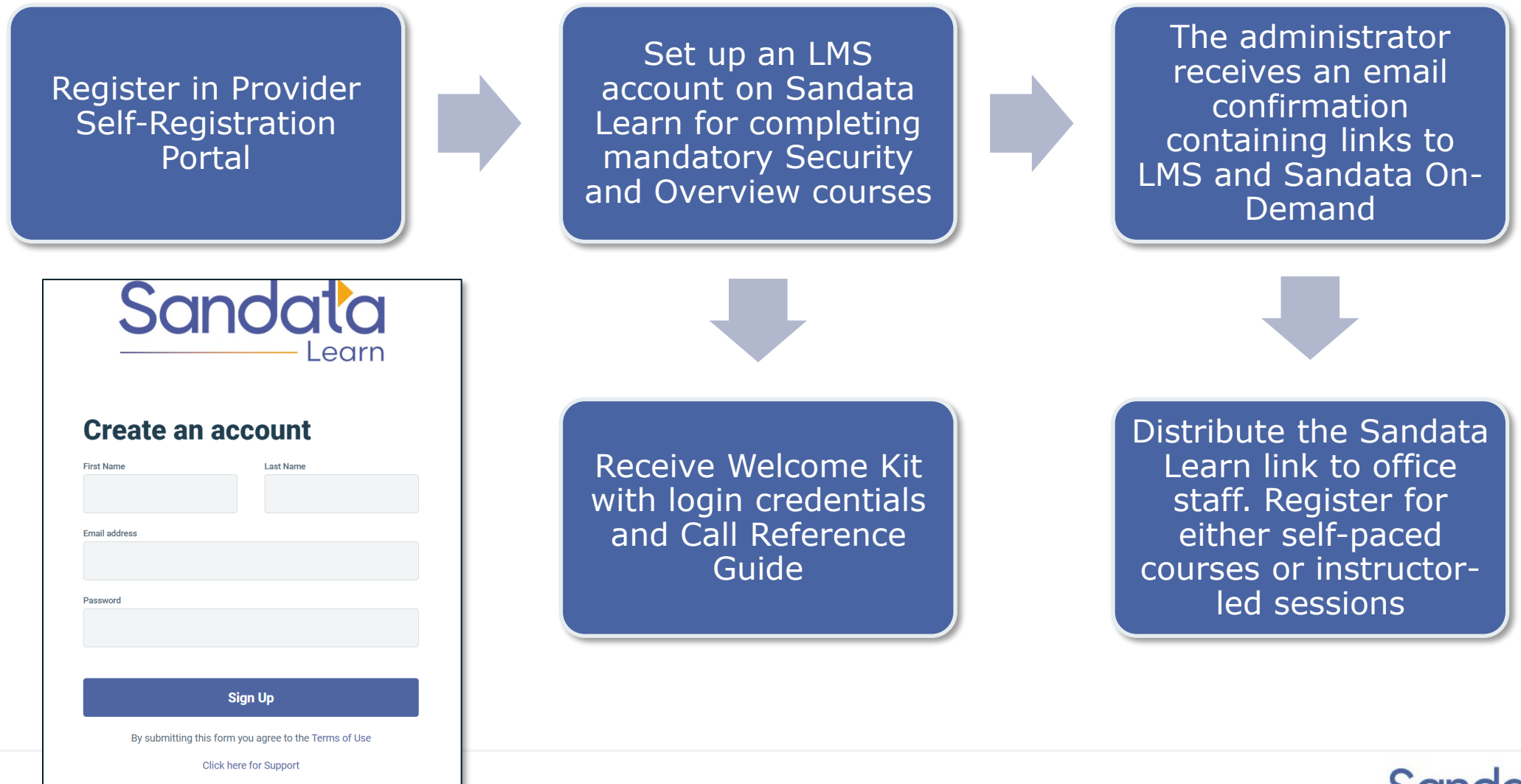
- Guides and Instructional Videos
- Follow individual articles or tiles to receive notifications on updates
- Customer Support
 - <https://sandata.zendesk.com/hc/en-us>



Caregiver Library

- Videos and guides
- Visit Capture: Mobile App
- No login required

Provider Agency Administrator Roadmap



Office Staff Training Roadmap

The screenshot displays the Sandata Fuse training interface. On the left is a 'Table of Contents' sidebar with sections: INTRODUCTION, HOW TO CREATE A SCHEDULE, HOW TO CREATE A SCHEDULE TEMPLATE, and HOW TO EDIT A SCHEDULE. The 'Creating a Schedule: Practice' module is selected. The main content area is titled 'Creating a Schedule: Practice' and includes a hint about full-screen mode. Below the text is a screenshot of the Sandata Fuse application interface. This interface has a left navigation menu with options: Navigate Modules, Dashboard, Clients, Employees, Scheduling (highlighted with a green box and a 'Click' callout), Visit Maintenance, and Billing. The main area of the application shows 'Filter Options' with a 'REFRESH EVERY' dropdown set to 5, a 'Minutes (2min - 30max)' input, and a 'SUPERVISORS' dropdown set to 'All'. There are two large cards labeled 'Unknown Clients' and 'Unknown Employees', both showing a count of 0. A progress bar at the bottom indicates 0% completion. Navigation buttons for 'BACK' and 'CONTINUE' are at the bottom right.

Receive the Sandata
Learn link from the
agency administrator



Create an LMS account in
Sandata Learn



Enroll in either self-paced
or instructor-led courses
on Sandata Learn

What Alternate EVV Training is Available



What Aggregator Training is available?

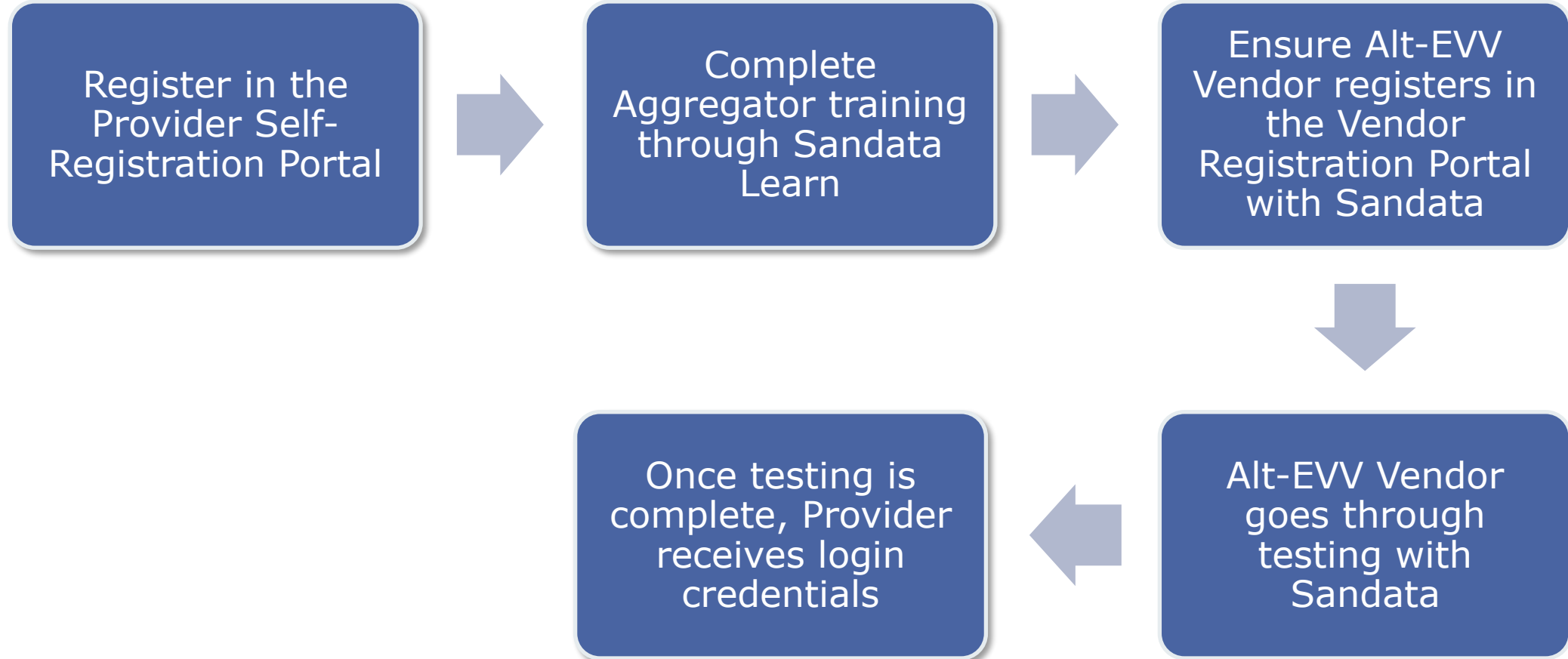
1. Online Course for Agency users

2. Sandata On-Demand resources for State Entity Users

3. Access to Video Library and Guides in Sandata On-Demand



Alt-EVV Agency Administrator Roadmap



Next Steps



3 More Town Halls (2 are tentatively scheduled)

Sandata will be hosting 3 more Town Halls tailored for providers, Alternate EVV vendors, Provider Agencies, PASSEs, and other stakeholders. Each event will cover some content from previous events and more.

Next Town Hall

November 12th

Time: 10:30a – 12:00p CST

- Provider & Vendor Registration process
- Training Overview
- Review of technical specification for Alt EVV vendors

Subsequent Town Hall (Target) December 17th

Time: TBD

- Vendor Self-Registration Portal process
- Provider Training
- Q & A

Final Town Hall (Target) January 21st

Time: TBD

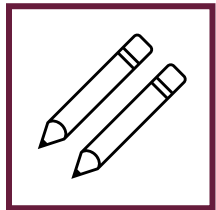
- Provider Training
- Go Live details
- Customer Support

Next Steps for EVV Engagement



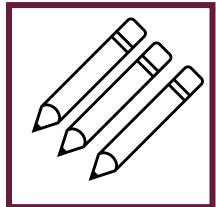
ENGAGE:

- Look for upcoming EVV communications from AR-DHS.



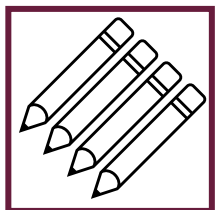
LEARN:

- Stay updated on the EVV implementation on Arkansas Medicaid EVV information website, which can be accessed here: [AR-DHS website](#)



ATTEND:

- Learn more about the State EVV Solution and processes to utilize an Alternate EVV system, by attending Sandata-led Town Halls
- Look for an invitation from your contracting entity



REACH OUT:

- Ask any questions by reaching out to the EVV mailbox: evvarkansas@dhs.arkansas.gov



Thank you for attending today's event
and for taking time to complete the
post event survey!

